

ORDER YOUR POSTCARD RIGHT AWAY



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# Ordering your POSTCARD

## The benefits at a glance:

- The POSTCARD is entirely free of charge and can be used anywhere in Germany – with delivery agents, at business post and bulk mail acceptance points as well as participating retail outlets and postal retail outlets.
- It can be used for the cash-less posting of items, and when buying stamps and products.
- Or use it for the cashless payment of additional charges and cash-on-delivery charges with mail or parcel delivery agents.



# Which type is right for you?

There are two types of POSTCARD available: with and without PIN



Here's where your POSTCARD is valid:

Contact point	with PIN	without PIN
Post offices / retail outlets	✓	✓
Bulk mail acceptance offices	✓	✓
Deutsche Post online shop	✓	
HIN+WEG		✓
Deliverers	✓	✓

# Completing your POSTCARD order – here's how it works



## 1. Decide upon the type of order here

Please indicate with a cross if you would like to inform us of any amendments e.g. company name, address or bank account details.

If you are already a Deutsche Post customer, please enter your (10 digit) customer number here when placing a new order.

Should you wish to order additional POSTCARDS or make any amendments, we will require your billing number (found on the bottom left of your POSTCARD; older POSTCARDS may not state a billing number explicitly, please use the first 14 digits of the 17 digit card number). Please enter the appropriate code number in the relevant field.

## 2. Company details

Please enter the address at which your contact person or card manager can be reached here.

# Completing your POSTCARD order – here’s how it works



## 3. POSTCARD order

You can order up to 2 POSTCARDS here. Allocate each card a unique ID. Should you wish to order additional cards, please use a second order form. You can request a PIN here. PINs are not compatible with check payment. Please enter the desired daily card limit for each POSTCARD. Should you not wish to use the cashless payment option, please enter a “0”. The POSTCARD shall then serve for identification purposes only.

## 4. Direct debit from account and signature

By providing an IBAN and BIC you supply Deutsche Post with a direct debit mandate for the SEPA zone. For more information on SEPA, IBAN and BIC please visit: [www.sepadeutschland.de](http://www.sepadeutschland.de)

This is where you can stipulate the accounting entry text that will appear on your account statement.

**Please note:** The person signing the order must be authorized to act on behalf of the company.

### **Please return the completed original order/s to:**

Deutsche Post AG, Kundenservice, 53247 Bonn, Deutschland

## Selected tips and information for day-to-day POSTCARD use



### Forgot your PIN?

In the event that you lose your card or forget your PIN, contact our customer services as soon as possible and have your card cancelled straight away. Order a replacement card with a new PIN from customer services at the same time.

### Lost your POSTCARD?

Please inform customer services of the loss of your card immediately. Your card will be cancelled without delay. You will receive a replacement card within just a few days.

### Change of card limit?

The daily limit of your POSTCARD can be amended either in writing or by sending a fax to customer services. In order to ensure your request is processed quickly, we will require a few details from you: card name, card number, the old and new limit and your signature.

## Selected tips and information for day-to-day POSTCARD use



### Change of card manager?

In the event that your POSTCARD contact person leaves the company or takes on other responsibilities, their POSTCARD should be withdrawn and cancelled through customer services.  
Don't forget: Order a new POSTCARD for their successor straight away.

### Change of address or account number?

To allow us to process your orders simply and securely in future, please inform us of the new information relating to the POSTCARD order without delay. Please also inform us in the event that a different employee is to permanently take over the function of POSTCARD contact person.

### Ordering additional POSTCARDS?

Additional POSTCARDS can be ordered from our customer services at any time. Complete the POSTCARD order and place a cross in the box at the top left "I would like to order additional POSTCARDS". Up to two additional cards can be ordered when you place your order. If you have several mailrooms, please ensure you attribute a distinctive ID, e.g. mailroom plus reference number. It is not possible to allocate the same number more than once. Please remember to provide the relevant billing number (the first 14 digits of the card number).



## New: The POSTCARD transaction summary

### Keep track of your purchases!

- You can now benefit from greater transparency when using your POSTCARD.
- Whether it's transactions made with your POSTCARD or the topping up of your franking machine, all activity is clearly listed in the new report.
- Keep track of all transactions over a calendar month, sorted by POSTCARD number and date.
- The report does not include offline transactions to deliverers.
- All you need to access your transaction summary is your POSTCARD and PIN.
- Once you've used them to log into the **shop.deutschepost.de**, you'll be able to access, download and process a maximum of 12 reports (the last 12 months) available in Excel format.



## And here is where you can contact us

**Deutsche Post AG**  
**Kundenservice**  
**53247 Bonn**  
Deutschland

**Tel.: 0049 180 6 555555**

Monday - Friday 8:00 AM to 6:00 PM, except on German national public holidays (Germany: €0.20 per call from all German networks. International: Price varies per country of origin)



# Data protection information relating to the Postcard product

High data protection standards are part of Deutsche Post DHL Group's brand essence and, just like the security of our IT systems, are particularly important for our business. As a company with a global presence, whose business model is based upon connecting people and exchanging sensitive data, we believe we have a special responsibility in this regard.

The following information is intended to provide you with an overview of how your data is processed. As such, you will find information applicable to all products and services in the general section. The details of the processing of your data in relation to a particular product can be found in Part C).

## A) GENERAL SECTION

### 1. Contact details

#### a) Controller's name and contact details:

Deutsche Post AG is the controller within the meaning of the General Data Protection Regulation (GDPR):

Deutsche Post AG  
Charles-de-Gaulle-Straße 20  
53113 Bonn  
Germany

#### b) Data protection officer's name and contact details:

Deutsche Post AG  
Gabriela Krader, LL.M  
53250 Bonn  
Germany  
[datenschutz@dpdhl.com](mailto:datenschutz@dpdhl.com)

#### c) Competent supervisory authority

##### Data processing in connection with postal and telecommunications services:

Die Bundesbeauftragte für den Datenschutz und die Informationsfreiheit  
Husarenstraße 30  
53117 Bonn  
Germany

##### Other data processing carried out by the controller:

Die Landesbeauftragte für den Datenschutz Nordrhein-Westfalen  
Kavalleriestraße 2-4  
40213 Düsseldorf  
Germany

### 2. Purposes of data processing - essential information

We process your data in order, for instance, to

- perform the contract concluded with you or a sender,
- make visits to our websites/apps as pleasant as possible,
- send you the newsletter if you subscribe to it,
- send or display to you - where permitted - targeted advertising,
- carry out a credit check, where necessary,
- handle your requests via our customer service department,
- fulfil obligations as part of statutory requirements (e.g., *Strafprozessordnung* (German code of criminal procedure), *Außenwirtschaftsgesetz* (German foreign trade and payments act)),
- fulfil our security requirements (e.g., for crime detection purposes),
- compile statistics
- and for purposes of quality assurance, process optimisation and planning certainty.

You can find further details, including the [type of data](#), the [purpose of processing](#) and the [legal basis](#), below under the relevant products.

# Data protection information relating to the Postcard product

## 3. You have the following rights as a data subject:

- a) To obtain information regarding the data that we have on file about you.
- b) To have any incorrect data that we may have on file about you rectified.
- c) To have data that are no longer required for the purpose stated erased or - where a requirement to store data exists - to have the processing thereof restricted.
- d) To receive data they provide in a structured, standard and machine-readable format.
- e) To file an objection if the processing of your data is based upon a legitimate interest/to its use for advertising purposes/to a decision based solely upon automated processing, including profiling.
- f) To lodge a complaint with the competent supervisory authority if you have doubts about whether the processing of your data complies with data protection regulations.

If you would like to assert your rights, please write to:

Deutsche Post AG  
Charles-de-Gaulle-Straße 20  
53113 Bonn  
Germany

or send an e-mail to: [datenschutz@dpdhl.com](mailto:datenschutz@dpdhl.com).

If you would like to exercise your right to object - in particular to the use of your data for advertising purposes - please contact the authorities listed.

If you would like to exercise your right to object - in particular to the use of your data for advertising purposes - please contact the authority listed under C) in relation to the relevant product.

## 4. Storage period

The data will be stored for as long as they are required. The necessity ensues either from statutory retention periods, such as from Section 257 of the *Handelsgesetzbuch* (HGB - German commercial code) or from Section 147 of the *Abgabenordnung* (AO - German fiscal code). Where such statutory periods do not exist, the data will be stored for contract performance and invoicing purposes and as proof of the correct performance of the contract, until the liability periods expire, and it will subsequently be erased.

## 5. Deutsche Post DHL Data Privacy Policy

The Deutsche Post DHL Data Privacy Policy regulates the standards for data processing throughout the Group, with a particular focus upon so-called third-country transfers, i.e., transmission of personal data to countries outside the European Union that are not recognised as having an adequate level of data protection. If you would like to know more about the Deutsche Post DHL Data Privacy Policy, please use this link: [download: Deutsche Post DHL Data Privacy Policy \(summary\) \(PDF, 362 KB\)](#).

## B) DATA PROCESSING DURING VISITS OF OUR WEBSITE

You can find information at [www.deutschepost.de/de/f/footer/datenschutz.html](http://www.deutschepost.de/de/f/footer/datenschutz.html) regarding the processing of data during visits to Deutsche Post AG's website ([www.deutschepost.de](http://www.deutschepost.de)).

# Data protection information relating to the Postcard product

## C) POSTCARD PRODUCT

### 1. We store the following data:

Data item	Purpose of storage	End of purpose	Retention period after end of purpose
Card manager	Point of contact at the customer for all POSTCARD-related matters	When the customer's last POSTCARD contract (procedure 25) to which this card manager is assigned expires.	Twelve months
Customer: first name, last name, date of birth	Proof of a proper contractual relationship	When the POSTCARD contract to which the order relates expires.	Twelve months
Card holder	Performance of service provision	When the POSTCARD contract to which the service provision relates expires.	Six months
POSTCARD name/ID	Transparency for the customer	When this POSTCARD is permanently deactivated.	Six months
Internal user: first name, last name, e-mail address, telephone number	Access authorisation management	Last login	Six months
Sales	According to the requirements of the German Commercial Code (HGB)	After the sales have been transferred	Ten years

In addition, we store your customer data (name, address, customer number, contact person, contact details of the contact person) for four years in order to win back customers.

# Data protection information relating to the Postcard product

## 2. Purposes and legal basis of processing

The data are processed primarily for the purpose of performing the contract pursuant to Article 6 (1) b) of the GDPR. Pursuant to Article 6 (1) c) of the GDPR, processing may also occur in order to comply with legal requirements, such as, amongst others, Section 161 of the *Strafprozessordnung* (StOP - German code of criminal procedure), Section 40 of the *Postgesetz* (PostG - German postal act) and Section 13a of the *Unterlassungsklagegesetz* (UKlG - German injunctive relief act). Unless a statutory obligation to disclose data to public authorities or third parties exists, data will be disclosed to third parties only where the Postcard holder has given their consent. Hence, Article 6 (1) a) of the GDPR provides the legal basis. Finally, processing is also carried out for the additional purposes listed below:

- As part of our security requirements (e.g., for crime detection purposes).
- For the purpose of compiling statistics.
- For purposes of quality assurance, process optimisation and planning certainty.
- For sending you - where permitted - targeted advertising.

Deutsche Post AG has a legitimate interest in the above with a view to ensuring a smooth process and to improving products and services on an on-going basis. In Deutsche Post AG's view, no overriding legitimate interest exists as the intrusiveness of the processing is kept to a minimum, e.g., through pseudonymisation. Consequently, Article 6 (1) f) of the GDPR provides the legal basis.

If you would like to exercise your right to object - in particular to the use of your data for advertising purposes - please write to: Deutsche Post AG - Kundenservice BRIEF-Postcard, 53247 Bonn, Germany.

## 3. Recipients or categories of recipients:

Disclosure occurs to companies involved in providing our services (card production). Likewise, disclosure occurs as part of statutory obligations (e.g., to investigating authorities) or also to third parties, where statutory obligations exist. In addition, customer care services or also IT-related services are outsourced to service providers.

## 4. Transfer to a third country (i.e., the data are transmitted to a country outside the European Economic Area (EEA) or are accessed from there)

Your data are, as a rule, not processed in a third country.

## 5. Data processing during visits to our website

You can find information at [www.deutschepost.de/de/f/footer/datenschutz.html](http://www.deutschepost.de/de/f/footer/datenschutz.html) regarding the processing of data during visits to the Postcard product website ([www.deutschepost.de/de/p/postcard.html](http://www.deutschepost.de/de/p/postcard.html)).